

Patent  
232/117 (prev. 6646-101N6)

On page 9, line 18, delete "AC1ACn" and insert --AC1-ACn--.

On page 9, line 19, delete "know" and insert --known--.

On page 16, line 17, delete "values-are" and insert --values are--.

On page 22, line 9, delete "T1" and insert --t1--.

On page 25, line 16, delete the comma after "confirmation."

On page 26, line 11, insert a comma after "units."

**IN THE CLAIMS:**

Please amend claims 24, 55, 77, 89, 103, and 111 as follows.

Sub G1  
A1

24. (Amended) A method for conducting a telephonic-interface ticket control operation for use with a communication facility including remote terminal apparatus for individual callers, including voice communication means, and digital input means in the form of an array of alphabetic numeric buttons for providing identification data, comprising the steps of:

- assigning a predetermined limit on access to an interactive call processing format;
- receiving dialed number identification signals automatically provided from the communication facility (DNIS) to indicate a called number, wherein said called number is indicative of said interactive call processing format selected from a plurality of different interactive call processing formats under control of said dialed number identification signals (DNIS) and also receiving calling number identification signals automatically provided from the communication facility;
- storing the calling number identification signals and using the calling number identification signals to control certain operations of the interactive call processing format;
- providing an identification number on a ticket, said identification number entered by each individual caller via said digital input means to access said interactive call